SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
August 30, 2000

Agenda Items

- Status of Previous Action Items (Rice)
- Cyber Security (Password Policy Implementation & End User Responsibilities (Green)
- Printer Discussion (Green)

Status of Previous Action Items

The status of action items from the August 23, 2000 CIAG meeting was summarized as follows:

- CIAG members were to work with employees in their respective offices who are heavy users of e-mail to reduce the volume of mail in Outlook. Some improvement was noted and it was agreed that the list of heavy users should be provided to CIAG members regularly.
- The e-mail to Web Masters with instructions for using the Bobby software has been sent.
- Discussions of Cyber Security Protection Plan policies (Password and End User Responsibilities) as well as a presentation on the cost of printer options are on the August 30 agenda as agreed to.

Password Policy Implementation

Robbie Green reiterated the requirement that each SC user change his or her SC LAN password every six months using criteria set forth in DOE Notice 205.3, "Password Generation, Protection and Use." He presented three options for implementing this requirement. The first option (low cost at $900 dollars) would be to install Password Enforcer software on the LAN and PCs. The second option (medium cost at $100-125K) would be to implement SmartCard technology. Green noted that we would like to move to that solution within a year or so, but that we need to implement these password requirements as soon as possible. The third, and highest cost option, would be to test and implement a biometric solution, such as a thumb scanner. The CIAG recommended proceeding with the first option (install Password Enforcer) because it is low cost, can be implemented rapidly, and puts SC in compliance with the DOE Notice on password protection. It will be implemented on a Program-by-Program basis. The Support Center will notify each Office of its respective implementation date and will include guidance on how to change passwords.

Printer Issues

Robbie Green summarized material presented at the August 23, 2000 meeting on the number of supported and non-supported desktop and LAN-based printers currently in use. He also presented initial cost, cost per page and yearly operating cost for each of four options discussed at the previous meeting. The CIAG recommended proceeding with Option 1 which would maintain the status quo. In other words, supported printers (those with maintenance agreements) would continue to be maintained. Non-supported printers (Okidata printers) would be replaced as needed on a case-by-case basis (up to $90K).

Other Items

- Several CIAG members expressed concern about an Internet Explorer (IE) upgrade that had run on their machines and had caused some problems. Robbie Green explained that an e-mail was being prepared to announce in IE upgrade and that the upgrade that caused problems should not have occurred the way it did. The CIAG requested that the Support Center make every effort to be more proactive in catching these problems.

Action Items

- Reschedule Cyber Security End User Responsibilities Policy for future CIAG meeting. (Green/Rice)
- Report back to the CIAG on the effect of the option selected to meet printer requirements. (Green)

Proposed 9/6/00 Meeting Agenda

- Performance Measures

Meeting Attendees

Name		Organization	Contact Information
John	**Willis – Chair**	**SC-55**	**3-4095**
Pat	**Rice – Exec. Sec**	**SC-621**	**3-4556**
Peggy	Burris	SC-4	6-7265
Brian	O'Donnell	SC-5	6-7399
Dean	Oyler	SC-22	3-6394
Cathy	Hanlin	SC-23	3-1965
Jane	Hiegel	SC-31	3-5800
Steve	Eckstrand	SC-55	6-5428
Marvin	Stodolsky	SC-72	3-4475
Emily	Knouse	SC-622	3-1577
Caryle	Miller	SC-82	3-8434
Paul	Arveson	SC-621	3-1893

Brent	Baker	SC-621	3-2345
Jeanne	Beall	SC-621	3-4587
Robbie	Green	SC-621	3-6578
Michael	Lynott	SC-621	3-7643
Anne	Priebe	SC-621	3-2449
Dick	Yockman	SC-621	3-3394
Ted	Griffin	SC-621	3-4602
Kirk	Harrison	SC-621	3-1888